

Minutes of Board Meeting  
August 12, 2020  
10:00 a.m.  
Virtual Meeting

**Present**

David Connell, Chairman  
Jeff Markey, Vice Chairman  
Rachel Little  
Bob Pierce  
Wallace Coopwood  
Britt Fleck  
Jim Cole

**Not Present**

Jeff Wigington, Secretary

Also attending the meeting was Cristina Correia from the State Attorney General's Office and members of the DDS Staff.

**Establish Quorum/Call to Order**

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:08 a.m.

**Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the July 8, 2020, Board meeting. Bob Pierce made a motion to approve the regular meeting minutes as presented; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

**Commissioner's Report**

The Commissioner welcomed the Chairman and members of the Board to the virtual meeting. He also acknowledged the DDS staff and acknowledged Deputy Director Antonio White of Investigative Services. Antonio comes to us from the Fulton County Marshall's office. He has an extensive career in law enforcement, much of which was with the US Army as military police. Antonio is a veteran and has served our country honorably. The Commissioner mentioned that Antonio was in the Marietta CSC assisting customers yesterday. Commissioner Moore loves that everyone pitches in, wherever needed.

Commissioner Moore informed the Board that there were no waivers to consider this Board meeting. General Counsel, Angelique McClendon, would provide more information

Commissioner Moore went on to give a few updates.

**COVID-19:**

- Since April 1st, DDS has been working hard as a team to ensure the agency can continue to serve customers. As of last week, the agency has helped more than a million customers since the March 14th pandemic was declared. More than 600,000 of those customers were in person and

another half-million through our Mobile App and Online Services. For DDS to achieve that type of effort over the last few months despite the pandemic was nothing short of amazing.

- The Commissioner has been able to spend some time at some of the centers to allow him to see exactly how the process is working and ensure that DDS performs the services customers expect. The larger centers can serve up to 40 customers in the building and still practice social distance. Director Kecia Bivins and the Team have done an excellent job of getting the set-up just right depending on the size of the Customer Service Center.
- Commissioner Moore showed a COVID-19 timeline that displayed how methodical the agency is tracking the process of educating and announcing things to keep team members safe.
- Since the beginning of the pandemic, the agency has recorded every message, announcement, engagement, and response as it relates to COVID-19. These steps were taken just in case it's needed in the future, but more importantly, to show how DDS continues to engage the staff.

Bob Griffin (CFO) provided an update on Facilities:

- Bob showed a picture of the completed Atlanta parking lot expansion. He shared how a project of this magnitude in the biggest center in the state is bound to have a few hurdles. He thanked the Commissioner for helping the project overcome those hurdles and working with Marvin Woodward of GSFIC and other Executives.
- Glass partitions are in all CSCs except the Trenton CSC. Their office is only open one day a week, and the set-up is more of a challenge. The partitions allow a separation between the customer and examiner, as well as adding a layer of security.
- The Contact Center has been divided by two glass walls into three sections, which will provide a buffer, allowing for a safer and healthier environment.

Angelique McClendon (General Counsel) provided an update on the out-of-state citations process:

- On June 21, 2019, a 23-year-old driver killed seven motorcyclists in New Hampshire while operating a commercial motor vehicle under the influence of drugs.
  - On May 11, 2019, the driver had been arrested in Connecticut for DUI and refused a chemical test. The refusal should have resulted in immediate disqualification of his commercial driving privileges. Connecticut officials twice alerted Massachusetts about the earlier drunk driving arrest, but there was no action taken.
  - Massachusetts investigators later determined the Registry of Motor Vehicles had not been acting on thousands of out-of-state notifications about serious driving violations.
  - These events have brought focus nationwide to all DMV's. There have been media inquiries from the Boston Globe about how out-of-state convictions are processed, including how many citations we process, is the process audited, and specific drivers' histories.
- Once we explained how our privacy laws work, the inquiry was re-directed to a driver from Florida (FL). This driver received a 1st-degree Homicide by Vehicle in 2017. Neither the conviction nor the fatal crash appeared on his FL driving record, although, DDS sent the citation to the FL DMV on September 30, 2017, two days after the conviction.
- The challenge for states to process citations is the reliance on courts and states to report accurately and timely. In Georgia, we have an electronic system for faster reporting, but not all states have our electronic system, and not all Georgia courts report electronically.

The Commissioner provided an update on the agency's performance. He highlighted the press release from last week that was picked up by several media outlets regarding the more than a million transactions DDS has been able to process since the pandemic occurred.

- PMO Director Brett Young and his team have done a great job of reporting the Daily CSC Customer Transactions. The chart provides a way for the Commissioner to gauge the number of customers served. The Commissioner desires to see around 12,000 or 13,000 daily transactions in the centers. That is a sweet spot as far as getting the right customer volume through the centers, without creating major social distancing problems. In Marietta, one of the busiest locations, that is around 600 or 700 transactions. That is down from the typical pre-pandemic volume of more than a thousand, allowing the agency to handle those customers methodically.
- On April 1st, when the numbers started going up each week, DDS was able to implement new services safely and serve 50,000 customers a week. Commissioner Moore thanked the Field Operations Team for such a remarkable job, as well as IT and the Contact Center.
- The agency has seen an increased number of people utilizing Online Services or the DDS 2 GO Mobile App to perform transactions. The challenge is the ability to communicate with customers to ensure that their transactions go smoothly. DDS has about 55 Contact Center agents. During this pandemic, about 35 to 40 staff members have been available on a given day. Trying to get 10,000 calls answered with 35 to 40 people a day, is extremely difficult.
- Online accounts are going through the roof. The Commissioner has mentioned in previous meetings that the Mobile App numbers are being counted in the Online Services numbers. There were over 118,000 people that were able to perform a service in July.

The Commissioner ended his report with feedback from the DDS Customer Service Surveys. The agency continues to request and received over 11,000 surveys in July. There was an overwhelming response of 95% for courteous staff. Commissioner Moore is aware that there are customers that may not feel like the service was remarkable. He and the Deputy Commissioner want to hear from those customers. Chairman Connell shared his experience from his visit to the Kennesaw CSC and encouraged other Board members to visit the CSCs from time to time. The Commissioner agreed and explained that the staff is working really hard under some difficult circumstances. Commissioner Moore thinks it is remarkable how team members have adapted to the new environment and how they do everything possible to keep themselves as well as customers safe while being extremely helpful.

#### **Rules for Final Approval**

- **375-1-1-.03** General Definitions (amended to General Administrative Definitions)
- ~~**375-1-1-.04**~~ Final Agency Decisions in Administrative Hearings (repeal)
- **375-1-1-.06** Appeals
- ~~**375-1-6-.01**~~ Appeals of the Denial, Revocation, Suspension, or Cancellation of Driver Improvement Licenses, or of the Imposition of a Civil Penalty Against an Owner or Instructor of a Driver Improvement Clinic (repeal)
- **375-3-1-.04** Licenses Restricted as to Use for Physical Impairment

- **375-3-2-.02** Alternative Means of Renewal
- ~~**375-3-3-.04** Appeals of Withdrawals (repeal)~~
- **375-3-3-.12** Suspension of License for Failure to Appear
- **375-3-3-.22** Review of Withdrawals Resulting from Out-of-State Conduct
- ~~**375-3-5-.04** Hearing (repeal)~~
- **375-3-5-.09** ~~Incapacitation Drivers; Procedure~~ (amended to Medical Review Procedures for Persons Believed to be Incompetent or Unqualified)
- **375-3-5-.10** Applicants-Physical and Mental Conditions
- **375-3-6-.07** Denial and Withdrawal of Authority (amended to Denial and Withdrawal of Authority of Provider Centers or Devices)
- **375-3-6-.08** ~~Hearing Procedures~~ (amended to Ignition Interlock Provider Appeal)
- **375-3-7-.03** ~~Departmental Hearings~~ (amended to Safety Responsibility Appeals/Hearings)
- **375-5-1-.09** Location of Clinic (amended to Location of Driver Improvement Clinic)
- **375-5-1-.17** Suspension or Revocation of License of Clinic and/or Instructor
- **375-5-2-.10** Location of School (amended to Location of Driver Training School or Limited Driver Training School)
- **375-5-2-.22** Suspension or Revocation of License (amended to Contributing Factors to the Suspension, Revocation, or Cancellation of Driver Training School and/or Instructor Licenses)
- **375-5-2-.26** Fines (amended to Driver Training School or Limited Driver Training School Fines)
- **375-5-2-.32** Denial/Suspension/Revocation/Cancellation of Third-Party Testing Program Certification
- ~~**375-5-2-.33** Suspension/Revocation and Appeal Procedures (repeal)~~
- ~~**375-5-2-.34** Emergency Order (repeal)~~
- **375-5-3-.10** Location of School (amended to Location of Commercial Driver Training School)
- **375-5-3-.22** ~~Suspension or Revocation of License~~ (amended to Contributing Factors to the Suspension, Revocation, or Cancellation of Commercial Driver Training School and/or Instructor Licenses)
- **375-5-6-.18** Program Location and Facilities (amended to DUI Alcohol or Drug Use Risk Reduction Program Location and Facilities)
- **375-7-4-.05** Coach Trainer Qualifications
- **375-7-4-.07** MSP- Certified Private Sponsor Requirements

Wallace Coopwood made a motion to approve the final rules for adoption; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

### **New or Old Business**

Resolution:

- Bond Request

Britt Fleck made a motion to approve the resolution; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

The next Board meeting will be held on September 9, 2020.

### **Adjournment**

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Jim Cole and seconded by Britt Fleck with unanimous approval by the remaining Board members.

Respectfully Submitted,

Jeff Wigington

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**Jeff Wigington**